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Welcome



by Branch Chairman DAVE MIDDLEMISS

Welcome to our new-style FSB Stroud District Branch newsletter. Finding new and better ways to keep members informed of what is going on locally, regionally and nationally has been a key challenge

for the branch committee so we'd like to hear what you think about this new format. [Click here for contact details](#)

This new newsletter also gives your business a **chance to shine** and get your message across to more than 800 fellow FSB members. In this edition, I'm including some **Health and Safety at work advice** for businesses and you can find out more about local children's nursery Bar Bar [here](#).

Check out the deal we have struck with Stroud Life for special **low advertising rates** for FSB members and find out how your business can support the award-winning **International Textile Festival** which draws crowds of 20,000 with a potential spending power of £500,000!

Stroud District Council is asking FSB members to check their details are correct on the council's free online business directory. Find out more [here](#).

Your **branch committee** is one of the most active branches in the South West and we are certainly in the top 10 within the UK. In the previous six months we have been active in the following areas:

- We were a key player in the Stroud Shop Local campaign, supporting the Chamber of Commerce in raising awareness that Stroud will remain open for business during the road works.

- A key success of 2010 was the launch of the Vale and Valleys Business Partnership which has brought together the key business organisations and Chambers of Trade in our district helping them to work closer together on matters that affect us all and giving the business community a powerful voice when dealing with Councils and MPs.
- The branch has forged closer ties with the Gloucestershire Media Group and in particular the Stroud Life Editor, this allows us to gain **preferential rates for advertising** for members and the opportunity to raise the awareness of district both inwardly and outside the district.
- Closer links are also being made with the Stroud News and Journal which has promised us more coverage for local FSB issues.
- We will continue to support the Stroud Show this year, and Dursley Show for the first time as part of a District-wide **Business Week** in July.
- The branch and the region supported the B2B business to business show at the Subscription rooms in November; which was a great success.
- We have worked closely with Stroud District Council on the budget cuts and have lobbied our MP on many issues.

These are just highlights of the work your branch has been doing on your behalf over the past 12 months; we have also been very active in lobbying at local and regional level and have been a key player in some of the political initiatives coming out of Parliament since the new government came to power.

We are planning another busy 12 months with many new ideas and initiatives being developed which will increase your opportunity to trade local. Please keep an eye on your branch web space at

www.fsb.org.uk/gloswestofengland/branches/stroud

The FSB Stroud District News is edited by Beth Whittaker of Viva Communications

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and designed by Steve Palmer of The Design Co-operative Ltd

T: 01453 752101 **E: spalmer000@btclick.com** **W: www.thedesigncoop.co.uk**

If your business could benefit from an interactive pdf like this – as a product brochure, annual report or newsletter – contact Stroud branch FSB members Beth or Steve as above.

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Federation of Small Businesses

STROUD DISTRICT NEWS

FEBRUARY 2011

Berkeley ● Dursley ● Minchinhampton ● Nailsworth ● Painswick ● Stonehouse ● Stroud ● Tetbury ● Wotton under Edge

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Your chance to shine! Tell us about your business

This new-style newsletter will be emailed to around 740 Stroud District Branch members on a quarterly basis. To make sure it contains lots of interesting information and features, we need your support; so we would like to offer FSB Stroud District Branch members the opportunity to be in future newsletters.

If you have an article that you think might be of interest to others – for example, you've won an award, something recently new and exciting has happened to the business, your business is celebrating reaching a milestone year, your



we would like to offer FSB Stroud District Branch members the opportunity to be in future newsletters

business has experienced a scam that others should be made aware of – or if you're prepared to share some useful hints or business tips to fellow FSB members, then please let us know as we would like more members to contribute.

If you have any such information for the next edition of this newsletter, send it to our editor Beth Whittaker at beth@viva-communications.co.uk

Read our first focus on a local business here



Federation of Small Businesses: The UK's Leading Business Organisation



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Stroud International Textile Festival 2011

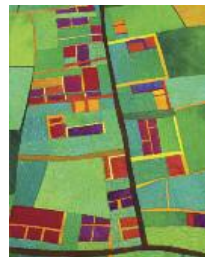
30 April – 21 May

Here's a chance for Stroud District FSB members to support this award-winning festival which brings 20,000 visitors to the area each year with an estimated £500,000 visitor spend!

Stroud International Textile festival has been awarded the prestigious Gold Award for Tourism in the Cotswolds for small events. So the challenge is on to gain the Award for Large Event next year. So no pressure! To find out more visit the Festival's [news page](#) for full details.

Organiser Lizzi Walton says: "The festival is looking to businesses and private individuals with an interest in the cultural life of Stroud and the Cotswolds and the economy of the area. We at Stroud International Textiles believe we have much to offer them in return.

"Over the past six years we have become a beacon of excellence within contemporary textiles – supporting emerging talent, enhancing FE/HE education and boosting local tourism and the economy with our annual festival.



"We recently were awarded a Gold Award for tourism, bringing 20,000 plus visitors to the region with estimated visitor spend of £500,000. We would like to invite FSB members to join us in our quest to enhance the cultural climate and to support our work in the community and to play a part in our continuing success.

"Sustainability is our key focus in going forward and Stroud International Textiles are taking the initiative in building a sustainable and sound base."

There are many different ways to get involved as a business. Contact Lizzi Walton

Director, Stroud International Textiles,
info@stroudsit.org

T: 01453 751056

M: 07767763607

www.stroudinternationaltextiles.org.uk



We would like to invite FSB members to support our work in the community and to play a part in our continuing success



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Special FSB member Advertising Rates – Stroud Life

Stroud Life in conjunction with the FSB has negotiated preferential advertising rates for branch members in the Stroud Life newspaper. This forms part of the closer relationship that has been built up with Glosmedia Group and the FSB.

The rates are for the following advert sizes:

- 10x2cm advert **£65.00** (normally £90.00)
- 8x2cm advert **£55.00** (normally £72.00)
- 5x2cm advert **£32.00** (normally £45.00)

For more details on how to access these fantastic rates please contact **Dave Middlemiss** at dave@ppdsolutions.co.uk



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Check your details on the Stroud District Council business directory

This free directory is to promote growth within the local economy by actively marketing the wide range of products and services available within the Stroud District. It provides the opportunity for local businesses to promote themselves to potential customers and to source local suppliers.

For those using the directory to source goods or suppliers it is, of course, essential that business details are current. This also relates to the businesses listed who may lose custom if the details included prove not to be accurate.

Please check the accuracy of the details held for your company at
www.stroud.gov.uk/businessdirectory

Once on this page you can find your company either through the A-Z or sector search facility.



Please let us know if there are any changes you wish to make, and also let us know if the details held are still applicable, so we know that the information is up to date.

Please use the form at

www.stroud.gov.uk/snap/business/_business_directory.htm

with the word **UPDATE** next to your business name if:

- The details are still applicable
- If you need to make amendments

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School's appeal to members for help



Amberley Ridge School, Rodborough Common, Stroud – a Behavioural, Emotional and Social Difficulties (BESD) school, providing a 'Fresh Start' for children with emotional and behavioural difficulties – is asking local Federation members if they can help out.

They are looking for donations to a 'Technology Fund' to enable them to buy additional laptop computers for use by the pupils at the school. All offers will be greatly appreciated.

We hope to find more ways to help the school to raise funds in the coming months.

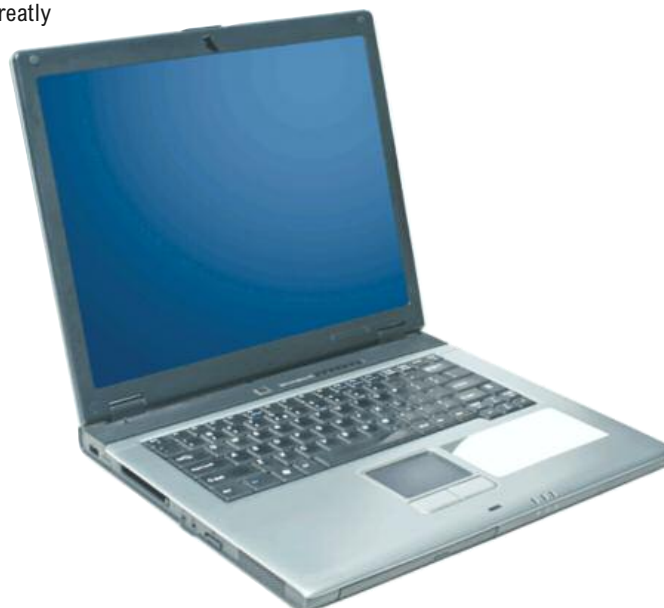
If you think you could help please contact Jan Paddock

T: **01453 872 536**

E: jpaddock@amberleyridge.gloucs.sch.uk

For more information about the school visit

www.amberleyridge.ik.org/p_Welcome_to_Amberley_Ridge.ikml





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Tricks of the Trade **1 of 3** **Health & safety – 12 frequently asked questions**

supplied by **Dave Middlemiss of PPD Training Solutions**
www.ppdolutions.co.uk

1. Does health and safety legislation apply to ordinary office premises?

Yes. You are just as responsible for the health and safety of everyone affected by your business, and for the welfare of your employees, as you would be if you ran a factory.

In practical terms, office premises can still present health and safety concerns. While hazards may be less obvious, they can still exist – for example, potential causes of accidents (such as trailing cables), fire risks (such as blocked escape routes) and hazardous substances (such as printer toner).

In addition, a poor working environment – for example, inadequate lighting or ventilation, poorly designed workstations or excessive exposure to computer screens without a break – can produce specific health and employee welfare problems.

2. What are my main responsibilities under health and safety legislation as a business owner?

You are responsible for the health and safety of everyone affected by your business including employees, other people working in or visiting your premises (for example, customers, suppliers or delivery drivers), people affected outside your premises (for example, by emissions) and anyone affected by products or services which you design, produce or supply. You are also responsible for the welfare of your employees.

The requirement to register with your local authority or the Health and Safety Executive (HSE) was abolished on 6 April 2009. However, depending on the type of business you operate you may be required to register or obtain a licence to operate under other regulations. You can check whether you



business is required to register or obtain a licence on the HSE website. General requirements include:

- Having a health and safety policy.
- Carrying out a risk assessment, and taking action to control any risks.
- Making suitable arrangements for employee welfare.
- Taking out employers' liability insurance (unless all your employees are your close relatives).

Specific regulations cover areas such as providing health and safety information to employees, fire precautions, managing dangerous equipment and hazardous substances, providing a suitable working environment, and dealing with accidents and emergencies.

3. Do I need a health and safety policy?

Yes. If you have five or more employees, the policy must be in writing, and you must bring it to the attention of all your employees. Even if you have fewer employees, it is good practice to have a written policy.

4. What must my health and safety policy cover?

It should at least contain your general approach to health and safety – ensuring the safety of equipment, creating a healthy working environment, establishing appropriate procedures, providing appropriate training and so on.

The policy should include how you organise for health and safety – which individuals are responsible. It should include or refer to your specific procedures for dealing with hazards and risks – for example, who can use particular machinery and what training they will receive, and the evacuation procedure in case of fire. You must also make a commitment to review the policy periodically and revise it as necessary.

[read more](#)

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5. What is a risk assessment?

This is the process of identifying potential health and safety risks and hazards and how serious they are. You need to consider anything which might harm or injure, for example, where people might trip, fall, or collide; electrical installations and machinery; hazardous substances; or other particular hazards of your business.

You must also take into account potential longer term risks to employees health, for example, causes of physical or mental stress; poorly designed workstations; and manual handling of objects. You are legally required to carry out a risk assessment and take steps to control any risks you identify. You should review the assessment periodically (e.g. annually) or whenever circumstances change (e.g. if you introduce new equipment) or if you have reason to believe the assessment is no longer valid.

6. How do I carry out a health and safety risk assessment?

First, identify the hazards. Inspect your premises and the tasks carried out there, ask employees (and safety representatives), check suppliers' instructions and info and review accident and illness records.

Decide who could be affected, bearing in mind particular risks to visitors, contractors and new employees who may not be aware of your safety procedures, and anyone who might be particularly vulnerable (e.g. the disabled, young people and new or expectant mothers).

Evaluate the level of risk – how likely it is to cause problems, how many people it could affect, and how badly. Consider whether you are complying with any specific legal requirements affecting your business and meeting industry standards. Then decide what you can do to eliminate or minimise the risk.

Finally, record the outcome of your assessment and any corrective action you have taken as a result. (If you employ five or more people, you are legally required to keep a written record of the assessment.)



7. How do I deal with hazards I identify?

Ideally, you will remove the hazard altogether – for example, by using safer equipment or improving lighting. Failing that, you can reduce the potential for harm to acceptable levels with suitable systems and procedures, including providing appropriate information and training. In some circumstances, the best you can do may be to minimise exposure to hazards – for example, only allowing suitably trained employees to use dangerous equipment.

Providing protective equipment such as protective clothing and ear defenders should only be used as a last resort when other steps are impracticable or insufficient. Your legal duty is to take reasonably practicable steps to keep everyone healthy and safe, reducing them to an acceptable level. How far you need to go depends on the seriousness of the risk – how many people are exposed to the hazard, how often and how seriously they could be affected. Where there are serious risks, you must try to tackle the cause rather than merely providing protection or warnings.

8. What are my responsibilities for employee welfare?

You have a general duty to make suitable arrangements for employee welfare – ensuring you provide the facilities (for example, toilets and drinking water) which are necessary for employees' well-being. This includes considering potential longer term health risks to your employees as part of your risk assessment.

9. Do I have to provide my employees with health and safety training?

You must provide appropriate information, instruction and training. You should include health and safety in induction for new employees (or employees moving to a different role), particularly if they will be placed in hazardous situations.

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10. Do I have to look after my employees when they work from home?

Yes. Your responsibilities are very much the same as for employees who work on your premises, including:

- carrying out a risk assessment, and eliminating or reducing risks (to the home worker or anyone else who could be affected) as far as is reasonably practicable
- ensuring that equipment you provide is suitable for the purpose, properly maintained and so on

In practice, the main concern for a typical home worker (using a computer and the telephone) will be ensuring that the home worker has a suitable working environment and takes adequate breaks.

11. Can health & safety save or cost me money?

A robust health and safety management system should not be expensive as it should mirror and support your business activities. Many companies have found key savings when developing their health and safety systems. You can spend a great deal of money on consultants but it has been proven that by taking the time to find the right sort of adviser; costs can be minimal.



12. Will I need any specialist employees or expert help?

You need to ensure that whoever oversees health and safety in your business is 'competent' to do so. This will include general awareness of the legal requirements. This employee will need to be adequately trained.

Depending on your circumstances, it may be appropriate for the employee to have, or be working towards, a suitable qualification. Similarly, whether you need expert help will depend on your circumstances and the level of in-house expertise. A small business working from office premises may find it relatively easy to meet its health and safety obligations. A business with a factory, by contrast, might need substantial advice on regulations, as well as specialist assistance in assessing specific hazards.

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Quality children's day nursery in Stroud

BarBar Nursery Group, based at The Rosary School and Stratford Park in Stroud and Kingsway Gloucester, has been awarded the prestigious Bristol Standard Quality Assurance Award.

The award, gained for the third year, was recently awarded to Emma Cockell (Manger) and Dee Wakefield (Deputy Manager) and their team for their continuing hard work in providing a Children's Day Nursery that exceeds standard requirements.

To demonstrate one aspect of this, the children and staff team created a den in the woodland on the school site. In building and using the site the children were able to experience all areas of the curriculum first hand in a practical way. Dressed in their all-in-one wet weather suits and wellington



boots they thoroughly enjoy the outdoors, working co-operatively and dragging logs to make seating areas, weaving branches to craft a fence and improvising to create a pond.

All the BarBar teams pride themselves on offering a unique service for every child and family by listening closely to their customers and, wherever possible, implementing new ideas to suit varied needs.

The family-run organisation, established more than five years ago by FSB members Sandra Barton and Carol Barker (after whom the name BarBar is derived) is constantly trying to explore best practices and outcomes for every child in their nurseries. BarBar nurseries accept babies from birth, have toddler and pre-school places as well as offering out-of-school club services and holiday play schemes.

● For more information please visit www.barbarnursery.co.uk or call 07776 401483 – we are always pleased to help



The family-run organisation is constantly trying to explore best practices and outcomes for every child in their nurseries



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What's On

Events for your diary

July 9-16

Stroud District FSB Business Week

FSB Branch committee member Roger Sillick is on the **Stroud Show** committee and is helping plan a **Business2Business** element for this year's event as part of a Business Week we are planning across the District from July 9 -16.

The week will begin with a **B2B event at Dursley Show** on July 16 and will include a number of events at key locations around the district. The Editor of Stroud Life has promised to support this, and the Stroud Life Business awards will be a feature on the 15th.

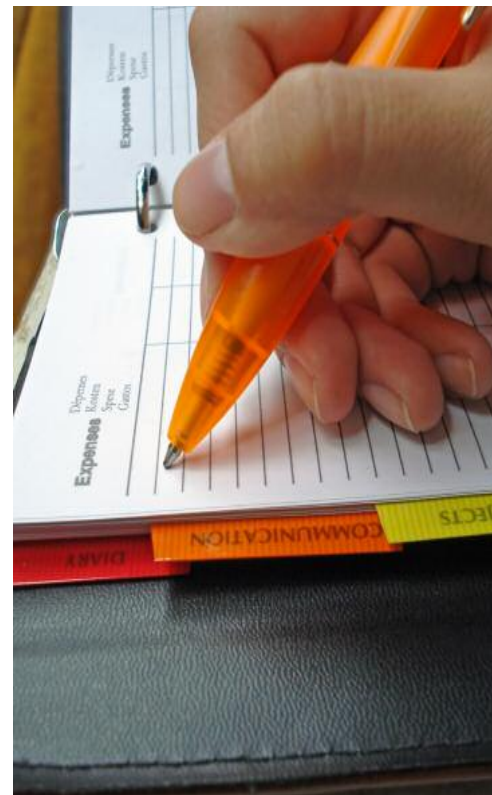
New Members Evening

These are organised to give new members the opportunity to meet existing members and network. We like to run two a year but have been finding it a challenge to attract enough people to sign up early enough to guarantee the venue! When we plan the next one, please book early!

November 2011

Branch AGM

We'll provide you with more information nearer the time.





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Dave Middlemiss ● [Click for brief biography](#)

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Dave Middlemiss and **Steve Powell** *as left*

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Meet the branch officers



Branch Chair DAVE MIDDLEMISS

Dave spent 26 years with the RAF where he was responsible for occupational health and risk management, medical training and health & safety before setting up his own company – PPD Training Solutions Ltd.

He is a safety practitioner and trainer in Health & Safety, HSE First Aid, Training the Trainer, AED and Fire, training NVQ Level 4 in Occupational Health & Safety, NEBOSH General Certificate, IOSH Managing Safety and many CIEH health & safety courses.

Dave has been on the National FSB Health, Safety and Risk Management committee for three years.

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Meet the branch officers



Branch Joint Vice Chair STEVE POWELL

Steve Powell, Principle IT Consultant at business services company Powell Hartley Limited, has been an FSB member since 2003.

He joined the FSB because he needed the protection that the FSB benefits package offered to small businesses.

Since 2008, Steve's business has been focussed on providing IT services to small businesses in the South West and Wales.

He joined the Stroud Branch Committee in 2009, representing the Branch on the Regional Committee, covering Gloucestershire, Bristol and parts of Bath and North-East Somerset..

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Branch Joint Vice Chair **SIMON HERBERT**

Owner of Crazy Ass Media, an outdoor advertising company based in Hardwicke, Simon is from Dursley and has more than 10 years' experience in small businesses, with a good knowledge of retail and marketing.

He has been an FSB member since 2001, a committee member since 2009 and was elected as vice chairman in 2010.

Simon is a car enthusiast whose hobbies include visiting car shows, cooking, and walks in the country, as well as being a devoted family man.

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Meet the branch officers



Branch Treasurer KATY LAWSON

Katy's career has spanned the hospitality industry as well as working for construction, engineering and manufacturing businesses as a general/office manager, company first aider and health & safety assistant representative.

She then trained as an estate agent before realising that the lettings and management side was more suited to her character.

Katy has been running her in property lettings and management business – Lets Go Property Management Services – for 15 years business now. She works with landlords and tenants and her first aid Instructor, health & safety and training qualifications mean she can deliver training for business and for the home.

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Federation of Small Businesses

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FORTHCOMING EVENTS

go to www.fsb.org.uk/119 for latest events information

DATE/TIME	BRANCH	EVENT	VENUE	TEL	EMAIL
MARCH					
01@18.30	Bristol	B2B Bristol	Ashton Gate	0845 2576030	region.office119@fsb.org.uk
01@7.45	Bath	Lloyds TSB Breakfast	Lansdown Golf Club	07809 584634	alexandra.cook@lloydstsb.co.uk
15@8.00	Bristol	Lloyds TSB Breakfast	Bristol Golf Club	07809 584634	alexandra.cook@lloydstsb.co.uk
30@19.30	S Glos	Business Seminar	Aztec West Hotel	0845 2576030	region.office119@fsb.org.uk
APRIL					
05@7.45	Bath	Lloyds TSB Breakfast	Lansdown Golf Club	07809 584634	alexandra.cook@lloydstsb.co.uk
14@TBC	S Glos	New Members' Evening	TBA	0845 2576030	region.office119@fsb.org.uk
19@8.00	Bristol	Lloyds TSB Breakfast	Bristol Golf Club	07809 584634	alexandra.cook@lloydstsb.co.uk
27@19.30	S Glos	Business Seminar	Aztec West Hotel	0845 2576030	region.office119@fsb.org.uk



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Can you help out?

THE FSB – RUN BY MEMBERS FOR MEMBERS!

To keep up to date with current issues and obstacles for business owners the FSB relies on members who give a few hours of their time to ensure business issues are at the top of the agenda. Of the 213,000 plus members many are volunteers who help to a greater or lesser extent, depending on their other commitments.

FAQ

- 1 What does a volunteer do?
- 2 How much time does it take?
- 3 What happens if my business prevents me from attending a meeting or event?
- 4 What previous experience must I have?
- 5 Can I work locally?
- 6 Is training available if I need it?
- 7 Will volunteering cost me anything?
- 8 How do I become involved?

...AND THE ANSWERS

- 1 Any FSB member can either join their local committee or attend committee meetings as an observer.
- 2 This depends upon what you would like to do. Some members become FSB spokespeople on specific areas such as H & S, transport, agriculture, IT and so on. Others represent the FSB on Local Strategic Partnerships and other delivery groups.
- 3 A member will not be asked to take on anything which they are not confident with and will be suitably briefed on a subject and receive support from other members and FSB staff along the way.

- 4 The member's business comes first – it's as simple as that!
- 5 A member's previous experience will provide a natural opening into specialised areas. However, there are always areas which touch upon every business such as taxation, health & safety and crime. This means that almost any member potentially has something to offer the FSB.
- 6 Yes. Most members 'dip their toe in the water' on a local basis. Some stick with local issues, others decide to move into a wider arena. The choice remains with the member.
- 7 The FSB can offer media and lobbying training to members who want to take an increased role in that area; fellow members and staff are always happy to assist wherever needed.
- 8 Out of pocket expenses are met by the FSB.
- 9 Contact Denise or Lesley in the Regional Office
Email: region.office119@fsb.org.uk Tel: 08452 576030



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The FSB is non-profit making and non-party political

The FSB is the UK's largest campaigning pressure group promoting and protecting the interests of the self-employed and owners of small firms. Formed in 1974, it now has 210,000 members across 33 regions and 194 branches.

Our lobbying arm – led by the Westminster Press and Parliamentary office – applies pressure on MPs, Government and Whitehall and puts the FSB viewpoint over to the media. The FSB also has Press and Parliamentary Offices in Glasgow, Cardiff and Belfast to lobby the devolved assemblies. Policy Managers work alongside Regional Development Agencies to further FSB influence at a regional level.

Member Services is committed to delivering a wide range of high quality business services to members of the FSB. These services will be subject to continuing review and will represent a positive enhancement to the benefit of membership of the Leading Business Organisation in the UK. See the full range of FSB benefits.

Vision

A community that recognises, values and adequately rewards the endeavours of those who are self employed and small business owners within the UK

Mission Statement

To be and remain the largest and most effective organisation promoting and protecting the interests of the self employed and small business owners within the UK.

Principal Objectives To Achieve The Mission Statement

- To recruit continuously at a high level
- To retain as many members as possible
- To promote the interests of members
- To protect members' business
- To publicise the benefits of self-employed and business ownership
- To identify the continuously changing needs of members

About

The Federation of Small Businesses is the trading name of the National Federation of Self Employed and Small Businesses Limited. Our

registered office is Sir Frank Whittle Way, Blackpool Business Park, Blackpool, Lancashire, FY4 2FE. Our company number is 1263540 and our Data Protection Act registration number is Z7356876. We are a non-profit making organisation and we have registered with the Information Commissioner on a voluntary basis.

We have two associated companies, FSB (Member Services) Limited (company number 02875304 and Data Protection Act registration number Z7356601) and NFSE Sales Limited (company number 0122258 and Data Protection Act registration number Z7315310).

Contacting the FSB

Questions about our Privacy Statement can be addressed to the Data Protection Controller at the above address.

What we do

The FSB exists to serve the interests of its Members and our core objectives are set out in our Memorandum and Articles of Association. FSB Member Services Ltd is party to a contract with Warren Hill (Insurance Brokers) and NFSE Sales Limited produces the FSB's journal, First Voice. NFSE Sales Limited also acts as a reseller of selected merchandise and products.

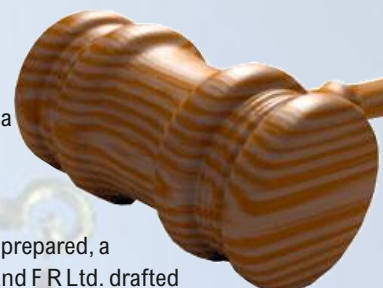
The Data Protection Act 1998

The Data Protection Act 1998 regulates the processing of personal data. Organisations like the FSB process personal data on a daily basis. The Act requires us to give information about our data processing activities and how we deal with the information that we hold.

Personal data is defined as any information relating to a living individual from which he or she can be identified (such as a name, address or date of birth).

The personal data that we collect consists mainly of Members' names, addresses and contact details and any other information necessary for us to be of service to our Members, including the necessary financial information required to maintain subscriptions and provide the facilities that our Members require.

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In each issue, we will focus on a different member benefit. In this first Stroud District News, we highlight the FSB's Legal Protection Scheme

Mr H runs F R Ltd, an employment agency in Brighton. In October last year he was faced with an Employment Tribunal claim for unfair dismissal which, if lost, would have had far-reaching consequences for his business.

The Claimant was a contractor engaged to provide services to a client of Mr H's and it was reported to Mr H that he had allegedly committed acts considered gross misconduct by the client. Subsequent to this the Claimant's services were terminated.

Mr H immediately contacted the FSB's legal advice line to ask how to deal with the problem and to establish whether the worker in question was in fact an employee of his or not, a complex matter both in terms of tax and employment liability. The contractor had been assigned to a client under a Contract of Services and Mr H had no day-to-day organisational control over the contractor in his client's workplace.

Mr H made a claim to the FSB under his legal expenses insurance policy, it was accepted and the matter was referred to the insurer's Litigation Team for a response to the claims lodged with the Employment Tribunal by the Claimant. The solicitor allocated to the case spent considerable time perusing the contracts F R Ltd. had with both the contractors and its clients and advised the Claimant that he was not considered an employee of F R Ltd. and was therefore unable to bring a claim against it.

The contractor disagreed with this evaluation of his status and the matter was eventually listed for a Pre-Hearing Review at

the Employment Tribunal for a Judge to hear the evidence and make a decision.

The case for the defence was prepared, a witness statement for Mr H and F R Ltd. drafted and member of the Litigation Team attended the Tribunal to argue the position. The Tribunal held the Claimant was not an employee of F R Ltd. and therefore it had no jurisdiction to hear his claim for unfair dismissal. The Claim was dismissed. Understandably, Mr H was delighted. The manner in which he had been conducting business through his agency had been vindicated.

FSB Legal Protection Scheme

As a right of membership, services include:

- Access to legal advice from qualified lawyers 24/7, 365 days a year
- Tax advice from Revenue-trained specialists
- Information and documentation on employment law, tax, commercial law and Health & Safety information through the FSB's members-only website: www.fsblegalinfo.org.uk
- Insurance cover for legal professional fees including payment of statutory awards in the event of an employment dispute, as well as representation in the event of a tax inquiry.

24 Hour FSB Legal Advice Line **08450 727727**

Tax Advice Line (9am-5pm Mon-Fri) **08450 727727**

FSB Legal Support/Claims **01253 336026**

FSB Legal Information website www.fsblegalinfo.org.uk

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Steve Birch (As left)

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Customer Loyalty

A 'long term' tale from FSB member Mike Neale at County Logos

You think sometimes that you've lost a customer... but they're lurking out there somewhere.

2010 saw County Logos celebrate 25 years in the business of supplying embroidered and printed clothing and promotional items to clubs, schools, companies, special events and individuals.

At some stage early in 2010 we had a call from the secretary of a club we last supplied in 1996! It wasn't the case that they'd been buying from elsewhere, they just wanted to replace the clothing they'd bought from us 14 years ago.

They wanted to know whether we still had details of their logo. Yes we had, ready to download into the computer-controlled embroidery machine. They were surprised – but we weren't! We have almost every design and logo we've ever printed or embroidered since we started business.



We do have to search for them now and then, but they surface sooner or later. Fortunately, very few customers order as infrequently as this one.

I refrained from asking them how they had managed to make their 1996 purchase last so long. Although my wife does say to me sometimes: "Isn't it about time you changed that polo shirt for a new one? You've been wearing it for at least five years."

I suppose they grow on you!

Mike Neale

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